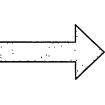


CONTACT CENTRE MANAGER (£1 MILLION SALES)



TEAM LEADER 1 £250K SALES

TEAM LEADER 2 £250K SALES

TEAM LEADER 3 £250K SALES

TEAM LEADER 4 £250K SALES



10 X CSP £25K SALES EACH

FIG. 2

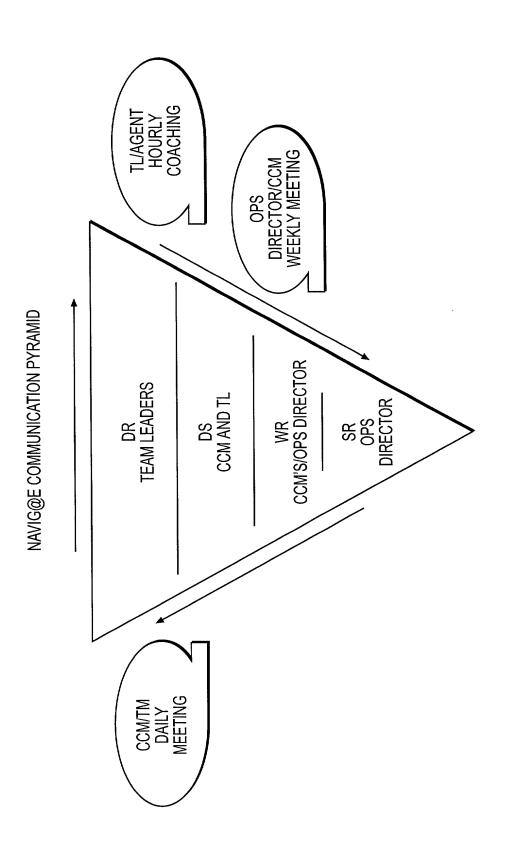


FIG. 3

		DAILY REPORT		
TEAM LEADER		DATE	X 0F Y	
START KPI 1	KPI 2	KPI 3	KPI 4	KPI 5 I VARIANCE/ACTION
* PLAN ACT	UAL PLAN JACTUAL PLAN FACTUAL PLAN FACTUAL PLAN ACTUAL	PLAN	PLAN ACTUAL	PLAN ACTUAL
1		1.0	7	
08.00				
10:00				
11.00				
12:00				
13:00				
14:00				
15.00		2.45 2.45 2.45 2.45		
16:00				
17:00		2.22 - 27 - 27 - 2.47 - 2.47		
18:00				
TOTALS				
TEAM S	PĽÁN	ACTUAL	JAL	VARIANCE
	3 4 5	1 2	3 4 5	1 2 3 4 5
NO OF CONTACTS				
AVAILABLE HOURS				
PAID HOURS				

FIG. 4A

	XOFY		ACTUAL VARIANCE / ACTION VARIANCE / ACTION / NATIONAL PER ACTIVITY HOURLY TOTAL-PER ACTIVITY	2													
	350 PP	ACTIVITY 1 ACTIVITY 3 ACTIVITY 3 ACTIVITY 4 ACTIVITY 5	VCE PER A	4								1					-
	DATE	ACTIVITY ACTIVITY ACTIVITY ACTIVITY	ARIAN OTAL-I	3													
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DAILY REPORT		The contact contre experts.	WITY	н					3 2								
IILY R		The conta	R ACT	2													
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				8													
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	PI AN AC		N	4													
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	ENT N	TIME IN (TIME OUT (PAID BREAKS (UNPAID BREAKS (PAID HRS (I I		02.00	00.80	00.60	10:00	100	12:00:1	13:00	14.00	15.00	16.00	17:00	18:50 18:50	TALS
	AGE	Š															2

FIG. 4B

	.01°	VARIANCE EXPLAINED								
DAILY SUMMARY	DATE FROM:	KPI 5	PLAN: ACTUAL SARIANCE							
DAILY 8		KPI 4	PLAN ACTUAL SARIÁNCE							
		KPI 3	PLAN JAUTDAL VARIANCE					w Tilya	1 2 3 4 5	
		KPI 2	PLAN ACTUAL SARIANCE							
	CONTACT CENTRE.	KPI 1	PLAN ACTUAL: VARIANCE			200	2 502 203		1	
	CONT			NOM	WED	THUR	Ē	SAT	NNS	TOTAL

FIG. 5A

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			Ω∑	NARIANCE								
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	10		SES VEIN	VARIANCE								
		PR SR		JAUTDA								
			ĭ\\	PLAN								
		≥	LATIVE	NARIANCE							-	
			E A	JAUTDA								
	<u>₩</u>	AC	CUMUL	NAJA		· . ; . · · · ·						
	DATE FROM	PLANNED ACTIVITY	NUMBER	NARIANCE								
		'LAN		JAUTOA					- ,			F 12 X
R.	0			PLAN								
DAILY SUMMARY				NARIANCE:								
SS				AUTOA								
AIL		NI.	一出手	NYTA			18					
			SE SE	VARIANCE		**						
		PRO		JAUTDA								
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		<u></u>		VARIANCE								
			CUMULATIVE	AUTOA								
		D ACTIV	(E)	NAJA								
			出	VARIANCE								
		PI ANNET	NUMBER	NAJA JAUTDA	•	2,	1.5	ļ,	1 12			* *
		ΙΔ.		PLAN		35555555	2000	1 2003-2003-	233333			5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5
							DAY	\downarrow		\ \		
	[·]				DAY	SDA)	NES	RSD.	Ą	S	M	\
	SITÜ				MONDAY	TÜESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY	TOTAL
	رن					Hillson)	4000	A Seption of		\$ 18.78 S	1000000000	18234888581

FIG. 5B

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		<u> </u>	<u>-</u>	LATIVE	VARIANCE								
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	8	6	<u> </u>		VARIANCE:		. · · , . · · · ·						
	DATE FROM:	1144	PLANNED ACTIVITY 4	NUMBER	ACTUAL								
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	ننبا		in in the second	า เป็นของเค		MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY	TOTAL
	SITE					××		1 ≥	一	T I	ြ	ႏွ	

FIG. 5C

PLANNED ACTIVITY PLANNED ACTIVITY ACTUAL ACT			
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PLANNED ACTIVITY PLANNED ACTIVITY S S S S S S S S S S S S S	SUMMAR	> SES AUTON	
PLAN PER CUMULATIVE STANDED ACTIVITY STA	DAIL	S T NAJA	
PLANNED ACTIVITY ACTUAL ACTU			
PLANN NUMBER STATE OF THE STATE		Z Z Z Z Z Z Z Z Z Z Z Z Z Z Z Z Z Z Z	
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			\ \ !
SITE: MONDAY TUESDAY THURSDAY FRIDAY SATURDAY		MONDA VEDNE VEDNE SATURI	SUNDAN TOTAL

FIG. 5D

CORPORATION

TITLE: DAILY VIEW MEETING

Date: [Daily] Time:

VIA: MEETING

TYPE OF MEETING:

REVIEW OF THE DAILY PERFORMANCE OF OPERATIONAL TEAMS

[TM NAMES]

ATTENDEES:

MEETING CALLED BY: [CPM NAME]

PLEASE READ:

PLEASE BRING: DVR AND DVRS

4. |REVIEW STAFFING REQUIRED FOR NEXT WEEK (THURSDAY ONLY) ---- AGENDA TOPICS----CALL VOLUME FORECASTWORK VOLUME FORECASTSCHEDULED STAFF 5. REVIEW ACTION LOG AND SIGN OFF REVIEW YESTERDAY'S ACTION LOG 2. REVIEW YESTERDAY'S VARIANCES 3. REVIEW TOMORROW'S PLAN

F/G. 6

SOURCE FROM TO										
ACTION LOG DATE FROM ACTION TO ASSIGNED BE TAKEN TO TO TO TO TO TO TO										
VER DESCRIPTION OF TEM ISSUE / VARIANCE										
OWNER										

FIG. 7

		WEEKLY REPORT	REPORT		
CCM		ISCO.	PREPARED BY	D BY	
WEEK ENDING					
SECTION 1 : KPI PERFORMANCE	PLAN	ACT	VAR.	VAR. % REASON	VAR. % REASONS/ACTION TAKEN
KPI1			0.00	#DIV/01	
KPI2			0.00	#DIV/01	
КРІЗ			0.00	#DIV/01	
KPI4			0.00	#DIV/01	
KPIS					

FIG. 8A

I VAR % I RFASONS/ACTION TAKEN
T VAR
DI AN TACT
WEEK ENDING (**) SECTION2 : PRODUCTIVITY
ENDING ON2: PRODI

FIG. 8B

						TO FIG. 8C	CON'T-2												0 013
	PLANNED COST					VARIANCE													
	ACTUAL HOURS					ACTUAL													
WEEKLY REPORT	PLANNED HOURS					PLAN													
WENTION 3 LID MOSTS DED SEMION	JOB TITLE UNIT COST PER HOUR TEAM I EADED	I EAWI LEADEN	CSP (AGENCY)	QUALITY	- KAINEK OTHER	SECTION 4: HEAD COUNT AND RETENTION	TOTAL NO OF OPERATIONAL STAFF (FTE)	וניאו	TOTAL	TOTAL NO. OF NEW HIRES (FTE)	TOTAL NO. OF NEW HIRES (AGENCY)	TOTAL	TOTAL NO. OF LEAVERS (FTE)	TOTAL NO. OF LEAVERS (AGENCY)	TOTAL	MANAGEMENT (EXPAND AS REQUIRED)			

FIG. 8C

TO FIG. 8C CON'T-1

		FIG. 8C continued-2
REASONS/ACTION TAKEN	REASONS/ACTION TAKEN	
WEEKLY REPORT	VARIANCE%	
VARIANCE	ACTUAL%	
ACTUAL COST	PLAN%	

IOIAL NO. OF LEAM LEADERS	
NO. OF TEAM I FADERS PER COM	
NO. OF CSP'S PER LEAM LEADER	
RETENTION	
TOTAL CSP ABSENTEEISM IN HOURS DUE TO	
SICKNESS	
TOTAL CSP ABSENTEEISM (IN HOURS DIJE TO	
(LATENESS)	

FIG. 8C CONTINUED-1